

# **IT Professional Technical Services Master Contract Program T#:902TS**

## **Statement of Work (SOW) For Technology Services Issued By**

**Minnesota State Colleges and Universities System Office**

### **Oracle Waveset Migration**

#### **Service Category(ies) Server - Application (Design & Development)**

#### **Business Need**

MNSCU needs to upgrade its Oracle Waveset implementation to a currently supported Identity Management solution. This implementation is MnSCU's enterprise-wide Identity and Access Management (IAM) solution, and is in need of expert knowledge with an Identity Management solution. An optional pre-bid conference will be held on Tuesday, January 8, 2013 at 9 A.M. Central Standard Time. The purpose of this call is to allow potential bidders/vendors to present questions and obtain clarifications relative to any facet of this SOW. To participate by WebEx at the specific date and time, use the following link:

<https://mnscu.webex.com/mnscu/j.php?ED=161314067&UID=482365197&RT=MiM3>

The vendor will provide a solution developer at the technical architect/functional engineering level with direct experience migrating identity management functionality to help MnSCU meet critical project implementation deadlines and to ensure customer satisfaction. The vendor will not provide project management for this engagement.

#### **Project Deliverables**

- Review current Identity and Access Management (Oracle Waveset) implementation
- Develop the high---level long---term architecture depicting infrastructure, relying technologies and IAM application components that can be leveraged
- Implement long term architecture Identity and Access Management framework
- Migration of existing user base to new architecture

#### **Project Milestones and Schedule**

- Assessment of current Identity and Access Management (Oracle Waveset) implementation - January 2013
- Deliver high---level long---term identity manager architecture – February 2013
- Deliver Migration strategy with detail project plan - February 2013
- End Date - April 2013

## Project Environment (State Resources)

- Number of people on the project: MnSCU staff consists of a business analyst, 2 product engineers, 1 manager, 1 director, 1 executive sponsor, governance consisting of multi-campus strategy and steering teams. Other staff including network, firewall, database and infrastructure engineers as necessary are used.
- Project Manager Name: Jill Allison
- Basic organizational structure (organizational chart) of the project: The EAM team leads the engagement, with governance from the EAM Steering committee.
- Staff proficiency levels and experience: BA –high; product engineers have high skills in current environment.
- Current support structures in place (e.g. hardware/ software applications, training group, tools, etc.), especially those with which the vendor might have to interface or integrate: See above. The vendor may interface with any or all of these groups.

## Agency Project Requirements

All locations where the system might be implemented: The bulk of the work will be done on site at MnSCU System Office.

- If the implementation will involve the training of staff: the vendor will provide knowledge transfer.
- Compliance with the MnSCU Architecture: in compliance now
- Compliance with MnSCU Management Methodology: in compliance now
- Compliance with applicable industry/agency standards: in compliance now

## Responsibilities Expected of the Selected Vendor

- Vendor staffing: vendor will provide sufficient staffing to complete assigned tasks
- Project Documentation: vendor will provide as-built documentation
- Project management responsibilities: vendor will not have Project Management responsibilities
- Providing training/ knowledge transfer: expected
- Testing and acceptance criteria: vendor will assist MnSCU in proper testing and acceptance of solution
- Warranty requirement: N/A
- Work plan: the Project Manager, Business Analyst and two (2) product engineers will direct work

## Required Skills

Required minimum qualifications:

- Previous experience in the development or migration/implementation of Identity Management suite software version
- Master Contract resource type(s)/ categories: Server - Application (Design & Development)

- Years of experience: Three (3)
- Required Skill Type: Identity Management development and migration/implementation in an environment similar to the MnSCU proposed system

## Desired Skills

- Have certification for each of the above areas of expertise, where appropriate.
- Plus one or more years of experience work with Information Technology in a Higher Education setting.

## Process Schedule

- |  |                         |
|--|-------------------------|
| • Post                                       | 01/02/2013              |
| • Deadline for Questions                     | 01/07/2012, 2:00PM CST  |
| • Anticipated Posted Response to Questions   | 01/09/2013              |
| • Proposals due                              | 01/14/2013, 10:00AM CST |
| • Anticipated proposal evaluation begins     | 01/16/2013, 8:00AM CST  |
| • Anticipated proposal evaluation & decision | 01/21/2013              |

## Questions

- Prospective responders who have technical questions regarding this Statement of Work are asked to submit questions to: [Nathan.Sorensen@csu.mnscu.edu](mailto:Nathan.Sorensen@csu.mnscu.edu) via mail or e-mail by 1/07/2013 2:00 P.M. CST. Using the subject line "ORACLE WAVESET MIGRATION JANUARY 2013." Questions and Answers will be posted on the MN.IT website by approximately, 1/09/2013 ([http://www.oet.state.mn.us/mastercontract/statements/mcp902ts\\_active.html](http://www.oet.state.mn.us/mastercontract/statements/mcp902ts_active.html)).
- Other MnSCU personnel are **NOT** authorized to discuss this Statement of Work before the submission deadline. Contract regarding this SOW with other MnSCU personnel could result in disqualification.

## SOW Evaluation Process

- Company (10%)
- Experience (35%)
- Three References (10%)
- Work Plan (30%)
- Cost (15%)

**Statement of Work does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.**

## Response Requirements

- Introduction
- Company overview
  - a) Company history, growth
  - b) Current financial data if publicly available
- Project Overview
- Detailed response to "Business/Project Requirements"
  - a) Description of the vendor's understanding of the need and explanation of their proposed solution.
  - b) Explain how the project will meet the requirements. Need to layout clearly what they should respond to from this section and how.

- c) For each “response,” vendor would need to explain if their solution already includes the business/project requirements or would the solution have to be modified. Might ask for description of each modification or conversion.
- d) Include description of software/hardware configuration.
- Detailed response to “Project Approach”
  - a) Explain how the vendor will approach their participation in the project. This includes:
    - 1) Organization and staffing (including staff qualifications, resumes, etc.)
    - 2) Work-plan with life-cycle cost breakdown here
    - 3) Contract/change management procedures
    - 4) Project management (e.g. quality management, risk assessment/management, etc.)
    - 5) Documentation of progress such as status reports
- Detailed response to staff augmentation
  - 1) Resume
  - 2) Cost
- References: Provide three clients using the solution
- Conflict of interest statement as it relates to this project
- Required forms to be returned or additional provisions that must be included in proposal
  - a) Affirmative Action Certificate of Compliance (if over \$100,000)  
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
  - b) Affidavit of non-collusion  
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
  - c) Certification Regarding Lobbying  
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
  - d) Veteran-Owned/Service Disabled Veteran-Owned Preference Form  
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

## Proposal Submission Instructions

Sealed proposals must be received at the following address not later than 10:00 A.M. CST on Monday, January 14, 2013.

Proposals received after this date and time will be returned to the responder unopened.

Fax and e-mail responses will not be considered.

Proposals must be submitted with the envelope or packaging plainly marked on the outside: “ORACLE WAVESET MIGRATION JANUARY 2013.”

Institution: SYSTEM OFFICE  
 Name: Nathan Jay Sorensen  
 Title: ITS Contract and Purchasing  
 Address: 30 Seventh Street East, Suite 350 Saint Paul, MN 55101-7804  
 Telephone: 651-201-1524

The responder shall submit four (4) copies of its RFP response and a compact disc with the RFP response in Microsoft Word and/or PDF format. Proposals are to be sealed in mailing envelopes or packages with the responder's name and address clearly written on the outside. One copy of the proposal must be unbound and signed in blue or black ink by an authorized representative of the vendor. Proof of authority of the person signing must accompany the response.

Expiration date for vendor's price/terms guarantee June 30, 2014. Price and terms of the proposal as stated must be valid for the length of the resulting contract.

Proposals made in pencil will be rejected. Alterations in cost figures used to determine the lowest priced proposal will be rejected unless initialed in ink by the person responsible for or authorized to make decisions as to price quoted. The use of “white out” is considered an alteration.

## General Requirements

## **Proposal Contents**

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of a this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

## **Liability**

Indemnification: In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

## **Disposition of Responses**

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFP, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

## **Conflicts of Interest**

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the

terms “contract,” “contractor,” and “contracting officer” modified appropriately to preserve the State’s rights.

### **IT Accessibility Standards**

Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at:

[http://www.mmd.admin.state.mn.us/pdf/accessibility\\_standard.pdf](http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf)

### **Nonvisual Access Standards**

Nonvisual access standards require:

- 1) The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
- 2) That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
- 3) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- 4) That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

### **Preference to Targeted Group and Economically Disadvantaged Business and Individuals**

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at [mmdhelp.line@state.mn.us](mailto:mmdhelp.line@state.mn.us). For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

### **Veteran-owned/Service Disabled Veteran-Owned Preference**

In accordance with Minnesota Statute §16C.16, subd. 6a, veteran-owned businesses with their principal place of business in Minnesota and verified as eligible by the United States Department of Veterans Affairs’ Center for Veteran Enterprises (CVE Verified) will receive up to a 6 percent preference in the evaluation of its proposal.

Eligible veteran-owned small businesses include CVE verified small businesses that are majority-owned and operated by either recently separated veterans, veterans with service-connected disabilities, and any other veteran-owned small businesses (pursuant to Minnesota Statute §16C.16, subd. 6a).

Information regarding CVE verification may be found at <http://www.vetbiz.gov>.

Eligible veteran-owned small businesses should complete and **sign** the **Veteran-Owned Preference Form** in this solicitation. Only eligible, CVE verified, veteran-owned small businesses that provide the required documentation, per the form, will be given the preference.

**Foreign Outsourcing of Work Prohibited**

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.